

## **ROLE DESCRIPTION**

**POST:** Link Volunteer

**LOCATION:** Various

**RESPONSIBLE TO:** Service Manager

**COMMITMENT:** Ideally a minimum of six hours a week for six months

### **KEY RESPONSIBILITIES OF THE ROLE:**

To contribute to the delivery and development of a range of services to individuals in the criminal justice system with complex needs.

The role will involve assisting with the assessment of referrals with a view to involvement with case loads and/or referring onwards. This Volunteer role involves supporting Link Workers to assess and engage with clients, using assertive engagement techniques where necessary. They will help to develop an action plan in which they will work with the client to address and resolve issues which contribute to the continuation of a chaotic lifestyle. They will help to develop a local knowledge of available services which will enable them to refer on to the most appropriate agency in order to facilitate meaningful support out of chaos and to reduce the likelihood of re-offending.

### **KEY RESPONSIBILITIES:**

- 1) To assist Link Workers to provide support and practical help in order to assist clients out of a chaotic lifestyle, such as help with benefits applications, housing issues and liaise with local support agencies as necessary
- 2) To help to maintain good working relationships with all partner agencies.
- 3) To assist Link Workers to provide a prompt and accurate assessment of needs regarding clients current presentation.

- 4) To help to develop clear action plans for each client including detailed risk assessment and management under the direction of a Link Worker.
- 5) To contribute to the maintenance of monitoring and database systems including collecting, inputting and collating basic information on numbers, profile and outcomes of all referrals.
- 6) To volunteer within P3 risk and safety protocols.
- 7) To be prepared to volunteer in a flexible, reflective and un-dogmatic way as required engaging with and responding successfully to the client group.
- 8) To be an effective team player, with the ability to adopt a shared approach to both the casework and the developmental aspects of the role
- 9) To help keep clear and accurate records in accordance with P3's record keeping policies and guidelines
- 10) To comply with P3's information sharing and confidentiality policies.

## **TEAM WORK**

- 1) Be treated and valued as a member of the team contributing to provide a safe, sound and supportive environment.
- 2) To attend staff meetings and any other meetings that will be beneficial to the delivery of the service where and when required, with prior agreement

## **QUALITY**

- 1) Share responsibility for good health and safety practices, including participating in fire drills and risk assessments, reporting to line-management any matters of concern and attend health and safety training.
- 2) Ensure effective liaison with the Health and Safety Officer wherever necessary.

## **DEVELOPMENT**

- 1) Undertake volunteer training and staff training relevant to the role including Induction, Safeguarding and Lone Worker training.
- 2) Where appropriate and agreed beforehand, participate in staff

meetings, supervision meetings, training, team development sessions and other meetings as required.

- 3) Undertake development activities as necessary and appropriate to the role.
- 4) Keep up to date with information relating to issues such as welfare benefits, employment, training, housing etc.

## **DELIVERING EQUALITY**

- 1) Foster the equality, diversity and rights of others by ensuring people are respected and valued as individuals
- 2) Promote the rights and needs of people who use P3 services in the community.
- 3) Volunteer within the framework of P3's equality and diversity policy at all times.

## **WHAT'S IN IT FOR YOU?**

- An opportunity to volunteer alongside a committed and dedicated staff team.
- You will be valued and appreciated
- You will receive volunteer training and regular supervisions from a designated staff member.
- You will receive reasonable travel and meal expenses
- An opportunity for personal development and a pathway to potential employment and/or the chance to share your skills and experience
- Experience of volunteering for a national organisation

## PERSON SPECIFICATION

### ASSISTANT VOLUNTEER LINK WORKER

	Criteria	Essential/ Desirable
<b>Experience</b>	1) General life experience/voluntary experience which may be used to help formulate action plans in conjunction with Link Workers aimed at resolving client chaotic lifestyles	<i>Essential</i>
<b>Ability to</b>	1) Volunteer with people who find it difficult to engage with mainstream services; 2) Volunteer alongside a wide range of professionals, some of whom may have very different approaches to problem solving; 3) Question established practice where appropriate; 4) Reflect on the experience and impact of the work both as an individual and team member 5) Take direction to deliver outcomes under the direct supervision of a Link Worker 6) Adhere to P3's confidentiality policy	<i>Essential</i>  <i>Desirable</i>  <i>Desirable</i>  <i>Desirable</i>  <i>Essential</i> <i>Essential</i>
<b>Knowledge</b>	1) A willingness to develop an understanding of and familiarity with the working of housing, mental health, criminal justice and community care agencies, and of the legislation that binds them; 2) A willingness to develop an understanding of the issues involved in working within a multi-ethnic community 3) Of IT, including word processing	<i>Desirable</i>  <i>Desirable</i>  <i>Desirable</i> <i>Desirable</i>
<b>Personal qualities including:</b>	1) concern about the client group; 2) a flexible, diplomatic approach; 3) reliability and trustworthiness 4) motivated to ensure the delivery of a high quality service	<i>Essential</i> <i>Essential</i> <i>Essential</i> <i>Essential</i>